



## DOMESTIC VIOLENCE SHELTER PROGRAM SERVICE PLAN FISCAL YEAR 2003-2004

### A. BACKGROUND/EXPERIENCE

Please provide an explanation if the answers to any of these four questions are "Yes." (If "Yes", attach relevant letters or documents as a separate attachment)

1. Has the organization's nonprofit status changed?

\_\_\_\_\_ Yes x No

2. Has the organization failed or refused to complete a contract during the past year?

\_\_\_\_\_ Yes x No

3. Is the organization currently involved in any litigation in connection with a contract?

\_\_\_\_\_ Yes x No

4. Is the organization currently delinquent in paying its State/Federal payroll taxes?

\_\_\_\_\_ Yes x No

Describe (if "Yes"):

### B. SHELTER DESCRIPTION

1. What is the maximum number of beds available at the shelter? **17**

2. Describe the location of and services provided at the shelter facility:

**Big Bear City. Long term (6 month) therapeutically and educationally intensive program for victims of domestic violence and their children. The facility is a six bedroom, 3 baths, 2-story home situated in a quiet neighborhood. The home has office space, on-site childcare, video security, fenced playground and garage.**

3. How long has the agency's shelter program existed?

**Direct Services, 1982 – 21 years. Shelter Services, 1988 – 15 years**

### C. OUTREACH CENTER DESCRIPTION

1. Describe your agency's outreach/drop-in center (including location):

All Outreach centers are located in easily accessible areas, near public transportation routes, in the center of town. 1) 41943 Big Bear Blvd., Big Bear Lake, CA 92315, 2) 239-78 Lake Drive, Crestline, CA 92325, 3) 32000 Hilltop, "A", Running Springs, CA 92382. The facility features include: waiting room, office space, small kitchen, restrooms, private counseling rooms, group activity room and security system.

2. Describe the services provided at outreach/drop-in center:

We provide the basic 13 service objectives: 24-hour crisis line, group counseling sessions, business centers, emergency shelter services, emergency food and clothing, emergency response to calls by law enforcement, emergency room response, emergency transportation, court accompaniment, legal assistance, maintain a community service network, provide household establishment and children's counseling services. DOVES, also, provide: individualized Case Management, CalWORKs advocacy and Supervised Visitation.

3. Please indicate hours of operation for your agency's outreach/drop-in center on the chart below:

Day of the Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Availability (Ex: 8 a.m. to 5 p.m.)	N/A	9am-5pm	9am-5pm	9am-5pm	9am-5pm	9am-5pm	N/A

### D. PROGRAM SERVICES AND SERVICE DELIVERY TARGETS

1. Indicate the number of adults and children you will be able to serve in the shelter during the contract year.

Adults **58**

Children **66**

2. Project the number of hours clients will receive in services during a contract year.

Client hours **13,180**

Shelter Hours **100,600**

3. Which of the following services will be provided to victims of Domestic Violence during the contract year? (Provide a detailed description of these services )

- a. Intake and admission to the shelter on a 7 day per week, 24 hours per day basis.

☒ Yes

☐ No

Describe:

Emergency shelter and safe house intake is available 24/7 through both the crisis hotline and the Outreach Centers in Running Springs, Crestline and Big Bear Lake. An Intake Assessment Team, consisting of the Executive Director and Program Directors is available 24 hours a day. Female victims and their children may be placed at our shelter facility or referred to another shelter facility depending upon their needs and wishes. Adult male victims are placed in safe motel until arrangements for transportation to a suitable shelter can be made.

- b. A crisis hotline 7 days per week, 24 hours per day. Identify if program staff or trained volunteers will operate the crisis hotline?

☒ Yes

☐ No

Describe:

**DOVES operates the only 24/7-crisis hotline in the mountain communities. The hotline is toll-free to Mountain residents from Angelus Oaks to Crestline. Program staff, Outreach staff and Shelter staff split the 24-hour shift duties with occasional volunteer support. Both staff and volunteers with direct access to victims complete the 40-hour certification training and complete a successful background evaluation.**

- c. Temporary housing and food facilities.

☒ Yes

☐ No

Describe:

**Temporary housing is provided through safe housing or our shelter facility. Short-term emergency shelter can be provided for up to three days. Clients needing food can receive support through the Outreach Centers or are referred to area food banks.**

- d. Psychological support and peer counseling.

☒ Yes

☐ No

Describe:

**Peer counseling is provided through our shelter, 24-hour crisis line and through all three Outreach Centers. Peer counseling is available at the shelter on a 24-hour basis. At our outreach centers, staff is available from 9:00 am to 5:00 pm M-F to counsel with clients on a drop-in basis. No appointment is necessary. Peer counseling is, also, provided through our Legal Advocates when a client is obtaining legal assistance with a temporary restraining order or child custody and visitation issues. Peer group counseling sessions are offered at the Outreach Centers at different times throughout the week. Two sessions are offered in Spanish.**

- e. Ensure school aged children continue their education during their stay in the shelter as required by the Education Code by making arrangements with schools, providing lunches and transportation as necessary, or taking other actions as required.

☒ Yes

☐ No

Describe:

**All school-age children are enrolled in public school (the Bear Valley Unified School District). We provide on-site childcare for infants and toddlers. As a part of the family's case management, children undergo a psychosocial assessment. We work closely with the parent, the child's teacher and school officials to monitor the child's progress. Lunch is provided free of charge for all shelter residents.**

- f. Emergency transportation to the shelter and when appropriate, make arrangements with local enforcement agencies for assistance in providing such transportation.

☒ Yes ☐ No

Describe:

**Agency staff, trained volunteers or the Sheriff's Department provides emergency transportation. We maintain a charge account with MARTA (Mountain Area Regional Transportation Authority) to assure the public transportation is available to clients when it is safe and appropriate.**

- g. Refer residents to existing services in the community as appropriate, and follow-up on the outcome of such referrals.

☒ Yes ☐ No

Describe:

**DOVES makes many outside referrals to a wide variety of agencies. Since our hotline handles all types of social problems, we refer to the appropriate agency. Outreach Center referrals to other local service providers are carefully tracked.**

- h. Outreach/drop-in center to assist victims of domestic violence who have not yet made the decision to leave their homes, or who have found other shelter but who have a need for support services.

☒ Yes ☐ No

Describe:

**DOVES operates three Outreach Centers. The Outreach Centers in Big Bear and Running Springs are open Monday through Friday, 9:00 am to 5:00 pm. The Crestline Outreach Center is open one day a week for client's convenience. Clients are seen on a drop-in basis, no appointment is necessary. At the Outreach Centers, clients are offered peer counseling, group counseling, legal assistance with TRO's and child custody and visitation issues. Case management is provided for those who desire it. Appropriate referrals are made as needed. Court accompaniment is provided as well as social service advocacy. Cal Works advocacy is provided through both the Big Bear and Rim Outreach Centers.**

## **E. OTHER DOMESTIC VIOLENCE SERVICES**

1. Will the following services, to the extent possible and in conjunction with existing community resources, be provided or arranged for during the contract year? (Please explain any "No" answers)

a. Medical Care. ☒ Yes ☐ No

b. Legal Assistance. ☒ Yes ☐ No

c. Psychological Support. ☒ Yes ☐ No

- d. Information regarding re-education, marriage and family counseling, job counseling and training programs, housing referrals and other available social services.

Describe (if "No"):

2. What criteria will victims of Domestic Violence be required to meet in order to be eligible for program services? Include criteria for both children and adults.

**Must have been battered physically, emotionally or sexually within the last six months. Children are provided services along with their battered parent.**

3. Specify conditions under which victims of Domestic Violence who otherwise appear to meet the criteria listed in #2 above may be refused services.

**After individualized assessment, clients who are a danger to themselves or others will be referred to a mental health facility. Clients whose over-riding condition appears to be substance abuse or addiction will be referred to a recovery facility.**

4. List all fees, assessments and all other cost, charges or expenses victims of Domestic Violence will be expected to pay to the program during their stay in the shelter.

**None.**

5. Provide information on the number of volunteers to be recruited and utilized in the program and the number of volunteer hours of service you expect to have donated to the program during the Contract year. Describe duties which volunteers will be assigned.

**DOVES currently has an average of 8 volunteers who contribute approximately 500 hours of direct client service per year. Volunteers lead support groups, provide peer counseling, speak at civic events, provide emergency transportation, and miscellaneous clerical duties, help out with sorting donations and work at our fundraisers. Volunteers, also, serve on the Board of Directors and various policy and operation committees.**

6. What other services not previously described will be provided as a part of the Domestic Violence Program?

- a) CalWORKs advocacy for shelter and outreach clients.
- b) On-site childcare at the shelter.
- c) Computer Training Skills for Shelter Residents.
- d) Individual Addiction Severity Index's are performed as a case management tool for all Shelter clients.
- e) Supervised Visitation.
- f) Parenting Classes.
- g) Child Development Classes.
- h) Life Skills Education.